



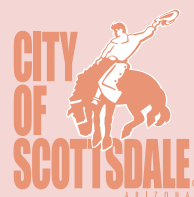
**HUMAN SERVICES DIVISION  
Community Services Department**

*Responding creatively and  
effectively to human service  
needs to enhance the quality of life of  
Scottsdale residents*



*Caring  
for a  
Community*

*Fiscal Year 2004/2005 Update*



## A Message from the Commission

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Members of the Human Services Commission have a shared goal to address human service needs for all Scottsdale residents. In addition to essential basic services, we support preventative and improved quality of life services.

Below is a short synopsis of the services that were provided this past year by a combination of City of Scottsdale Human Services staff, volunteers, non-profit agency grantees, and brokerage agencies.

- Emergency rent/mortgage assistance, utility assistance and emergency shelter
- Congregate meals, home-delivered meals and weekly food bags for low-income or home bound seniors or disabled persons
- Supportive counseling and case management for domestic violence victims
- Occupational training and employment services for the disabled
- Early childhood learning, youth juvenile diversion programs, youth and teen mentoring and teen employment referrals
- Mental health and supportive counseling/services for families, seniors, individuals and teens
- Legal counsel/support, career counseling, job preparation workshops
- Rental housing assistance, family self-sufficiency programs, down payment assistance, housing rehabilitation services and emergency home repair
- In-home services and benefits assistance for the elderly and disabled
- Prevention and early intervention for children
- Recreation and socialization programs for seniors, adults, teens and children

- Quality after-school/summer programs and tutoring
- Holiday Adopt-a-Family Programs
- Clothing drive for school age children and general clothing assistance for low-income individuals and families

During the 332+ hours spent in Human Service Commission meetings this past year, it was our pleasure to participate in the grant funding cycle that included hearing 58 presentations from non-profit agencies and providing recommendations to the City Council for the upcoming funding year that began on July 1, 2005. Grant requests totaled almost double the amount available. Therefore, we as a Commission had to make difficult decisions that resulted in serious prioritizing. We did our best to fund as many services as possible, but we were unable to meet many of the needs in Scottsdale. For Community Development Block Grant and HOME funding, 20 applicants requested a total of \$2,093,283, but only \$1,412,483 was awarded. For City of Scottsdale General Fund Social Service related activities, nine applicants requested a total of \$327,474, but there was only \$180,000 to allocate. Lastly, for Scottsdale Cares funding, 29 applicants requested \$423,374, but only 21 agencies were funded with the \$220,000 available.

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In addition, we reviewed and advised on the Human Services Five-Year Plan, the Human Services Issues Report, the U.S. Department of Housing and Urban Development Consolidated Five-Year Plan and the Scottsdale Unified School District Intergovernmental Agreement.

We as a Commission want to thank all of the human service volunteers, non-profit agencies and the Human Services staff that make essential and improved quality of life services available for Scottsdale residents. We realize the importance of our commitment and thank you for the opportunity to serve you.

Sincerely,  
Dave Bachmann  
*Chairman 2005; Vice Chair 2004*

Diane Fausel  
*Chairwoman 2004*

Donna Reid  
*Vice Chair 2005*

Seymour Resnick  
Jeannine Berg  
Kathleen Hemmingsen  
Clemens Czapinski, Jr. 2005

*The Human Services Advisory Commission advises the City Council on such matters as making recommendations for Human Services funding, improving or modifying existing human services, coordinating the delivery of human services by private agencies and citizen involvement in human service programs and activities. The Human Services Commission meets at 5:00 p.m. on the 2nd Thursday of each month in the Kiva at City Hall and on the 4th Thursday of each month at various Human Services facilities in Scottsdale.*

## Director's Message

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### New Beginnings

**M**y wonderful son Justin and his beautiful wife Valerie presented us with a granddaughter recently. Natalie Gray James was born on May 12, 2005. Natalie is about an hour old in this picture and listening to me for the first, and hopefully not the last time. This is a new beginning for me, being a grandmother, and a new beginning for my son and his wife being parents. It is a new life adventure for all of us.

New beginnings are what we are all about here in Human Services. Each day the Human Services staff works to create new beginnings for those we serve. This is done in a myriad of ways.

Youth are our hope for the future. We all need to care about everyone's children, as those children may be our future doctors, lawyers, teachers, social workers and leaders. The Ready to Learn and Motherhead programs, coordinated through Youth and Family Services, provide education to parents on the

value of reading to your child from birth and getting the child off to a good start on learning. At Paiute Neighborhood Center, we have a HEADSTART Program, as well as tutoring programs, to reinforce the value of learning. Youth and Family Services provided services to 363 youth through the Teen Employment program which provided an excellent opportunity for the teens to be introduced to the world of work. Our Juvenile Diversion Program assisted 443 families who were referred for services to address behavior issues in a constructive manner.

We helped 500 children, through Vista del Camino, get off on the right foot for the new school year with new shoes, clothes, back packs and haircuts. We all remember how important that first day of school was and how special we felt. Through our Holiday Adopt-a-Family Program, 522 families were assisted to have food and gifts for the holidays giving them hope for the future.

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There is no better hope for the future than housing. Vista del Camino assisted 436 families in this last fiscal year with rent and mortgage assistance to prevent homelessness. When the U.S. Department of Housing and Urban Development (HUD) property Casa de Amigos indicated they were "opting out" of their HUD contract and converting to condominiums for sale, our Community Assistance Office worked with the residents of the complex, as well as HUD staff, to ensure the 35 families living there were provided assistance with their housing needs. The ultimate goal for many we serve is to own a home of their own. Our 1st Time Homebuyers Program provided down payment assistance to nine families to purchase homes in Scottsdale, a dream they all felt would never become a reality.

Our senior centers provide new beginning for those who are entering new phases in their lives. Through our recreation classes and excursions, the seniors have opportunities to meet new friends and try new things.

When there are valleys in their lives, the social services staff are there to assist with support groups, referrals and advocacy. This year we created a new program entitled the Elderly Revitalization Program (also known as STOMP, Scottsdale Teens on a Mission for Progress). Through STOMP, we hire teens, train them in home and landscape maintenance so they can assist seniors and those with disabilities to improve their properties. This program provides a new beginning for two generations as well as assisting them to appreciate what each generation provides.

Finally, I am indebted to a talented staff of professionals who embrace their role in new beginnings each and every day; over 1,000 volunteers who seized the opportunity to provide over 63,508 hours of service (the equivalent of 31 full time staff); the residents of Scottsdale who contribute over \$13,000 each month - one dollar at a time - on their water bills to help us fund non-profit agencies; the City Council and City Management who support our work in so many ways and last but certainly not

least the Human Services Commission that puts in many hours to provide insight and guidance in all we do. I thank you all.

*"What we call results are beginnings."*

Ralph Waldo Emerson

Sincerely,



Connie James, MSW, LCSW  
Human Services Director  
cojames@ScottsdaleAz.gov.  
480-312-2598

# Vista Del Camino

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## PROGRAM/FACILITY DESCRIPTION:

*Vista del Camino provides a variety of services to meet the basic needs of families in crisis, relieve economic and emotional stress and assist residents to maintain self-sufficiency.*

*These services include food, clothing and emergency financial assistance for housing, utilities, transportation and special needs. Vista del Camino works in collaboration with Salvation Army, the local St. Vincent de Paul Councils and Concerned Citizens for Community Health.*

## LIST OF TOP SERVICES IN FY 2004/2005:

2,357	Unduplicated households received emergency services
1,919	Emergency food boxes distributed
500	Children assisted through Back-to-School Clothing Program
522	Families assisted in the Holiday Adopt a Family Program
3,994	Individuals received clothing at the clothing bank

## PROGRAM HIGHLIGHTS IN FY 2004/05:

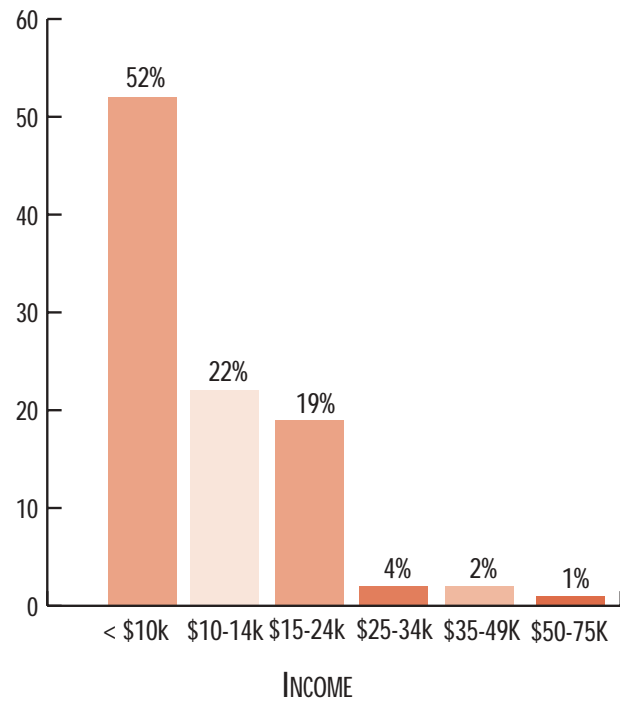
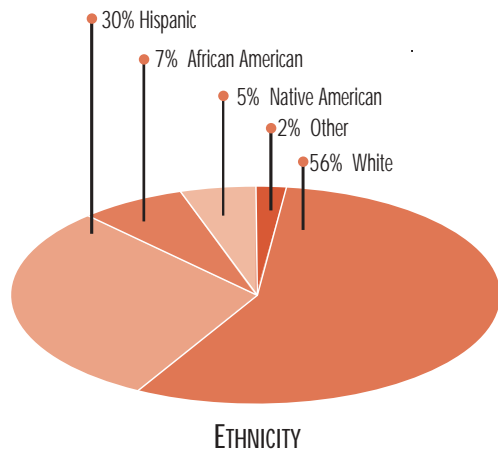
- Financial assistance totaling \$178,130 was provided to 436 families to prevent eviction and homelessness.
- Utility Assistance totaling \$137,750 was provided to 706 families
- Volunteers provided 9,959 hours of service working in the food bank, clothing bank, Back to School Program, holiday programs and senior lunch program.
- In early 2006, construction will begin to remodel and expand the current Vista del Camino facility. The duration of the project will be approximately one year with construction expected to be finished in December 2006 or January 2007.



*Adopt-a-Family program brings smiles to children.*



*Volunteers enjoy a Hawaiian party as recognition for all their hard work throughout the year.*



*Dedicated volunteers make our programs a success.*



*Seniors enjoy a surprise visit from Santa.*



# Paiute Neighborhood Center

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## PROGRAM/FACILITY DESCRIPTION:

*The Paiute Neighborhood Center (PNC) is a multi-dimensional community center utilizing 30,000 square feet of space that was once an elementary school. The center provides services and programs for a multi-generational and diverse neighborhood population. PNC provides a variety of services and programs that include community recreation, social services, health and wellness programs and educational opportunities.*

## LIST OF TOP SERVICES IN FY 2004/2005:

- 17,652 Telephone requests for information regarding city services, social services, programs and activities
- 14,627 After School/Summer Program contacts
- 6,215 Resident contacts by social workers
- 3,021 Outreach - Educate neighborhood individuals on services available
- 409 Translation/Interpretation for social services

## PROGRAM HIGHLIGHTS IN FY 2004/05:

- Maricopa County HEADSTART provided 9,000 hours of early childhood learning for 34 children, ages 3 through 5.
- In September of 2005, the Scottsdale Family Early Childhood Learning Center opened at Paiute Neighborhood center. Educational and recreational activities are provided for families and their children such as Ready to Learn, Motherread, Paiute Playhouse, Garden Gloves, and Behavioral/Educational Groups.
- The Senior Program attendance at the Paiute Senior Center increased by 135.5% over the last fiscal year.
- Scottsdale Center for the Arts (SCA) administered a \$10,000 grant PNC received from the Maricopa County Attorney's Office to provide art workshops for at-risk kids ages 6 through 17.

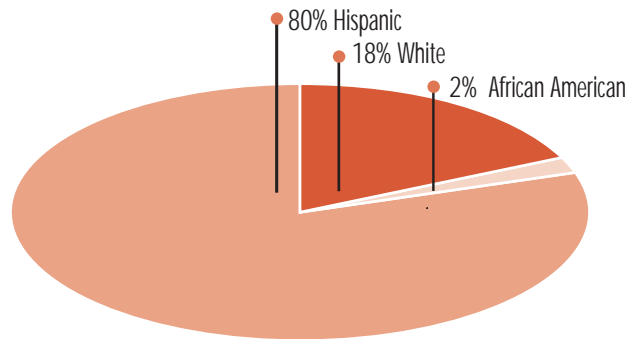
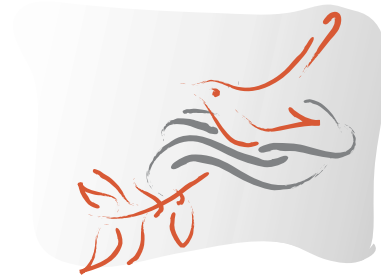


*Artist in Residence Keith Johnson taught youth about West African culture through a grant program from Harris Bank NA and Arizona Commission on the Arts.*

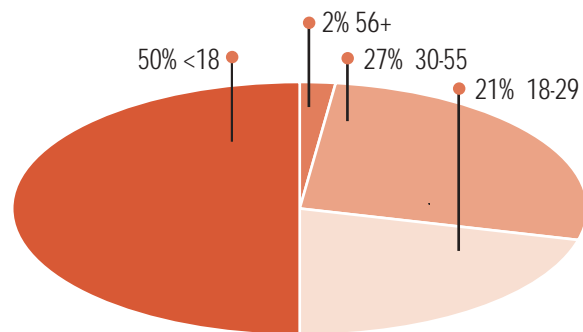


*Greasepaint Theatre provided dance workshops for the youth ages 6 through 17.*

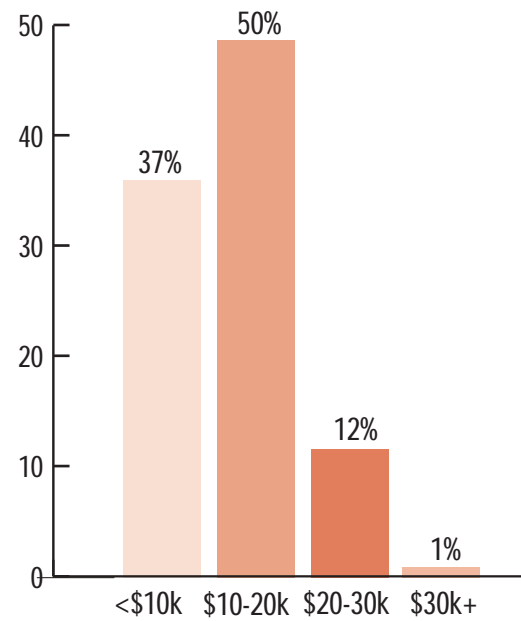




ETHNICITY



AGE



INCOME



ages 6 through 12 in the After-School program.



Bank USA, the Scottsdale Library and the Paiute Neighborhood Center collaborate on a summer reading program.

# Youth and Family Services

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## PROGRAM/FACILITY DESCRIPTION:

Youth and Family Services offers teens and families programs that include supportive counseling, teen employment, court-ordered diversion services, behavioral health assessment, and educational workshops that teach money management, study, social and life skills. Through these programs, teens learn how to

make better choices, and parents learn problem-solving skills that assist in managing family stress. Youth and Family Services' mission is to equip youth and families with the skills and knowledge necessary to provide a smooth transition from adolescence to young adulthood. Other services provided are educational resources and training that

support the Ready to Learn Initiative, various community presentations, and the Scottsdale Mayor's Youth Council. Teens accepted to the Mayor's Youth Council learn about local government and have the opportunity to meet with key staff members throughout the organization.

## PROGRAM HIGHLIGHTS IN FY 2004/05:

- Youth and Family Services coordinated and staffed a "Ready to Learn" informational booth that was showcased at the National League of Cities and Towns "Festival of Cities" in Oro Valley, Arizona. The booth included handouts and information about the importance of early brain development. Attendance was approximately 500 participants stopped by the booth to receive information about the city's "Ready to Learn" initiative.
- Staff collaborated with Scottsdale Unified School District Career and Technical Education Department to host a local job fair held at Saguaro High. Teens had the opportunity to meet with potential employees, and came ready to interview. It was a huge success, with nearly 400 teens attending, and 35 employers. A number of teens were hired at the fair.
- Youth & Family Services worked together with the Scottsdale Library to present Motherhead. Motherhead is a program that provides opportunities to improve both parenting and reading skills

in a powerful family literacy program. Youth Service staff provided the parenting and child development piece to this program. In all, ten sessions were held, with 18 participants. The feedback was overwhelmingly positive, with participants stating this was most informative and gave them new insight into the importance of reading with one's children.

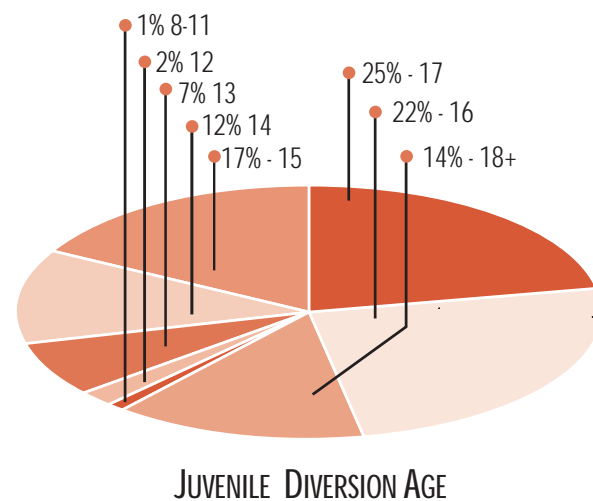
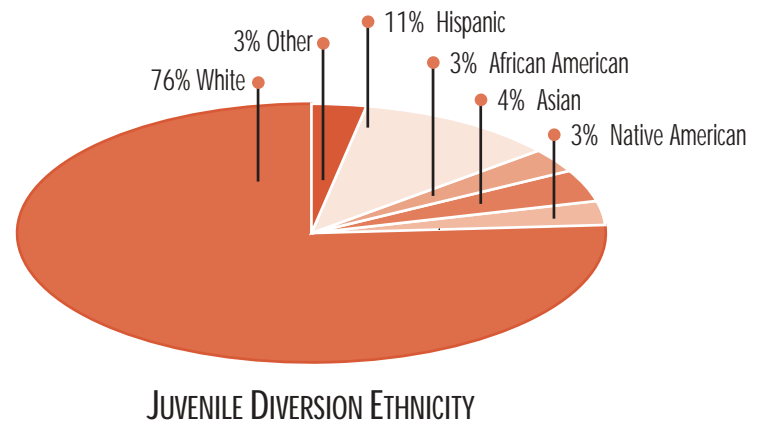
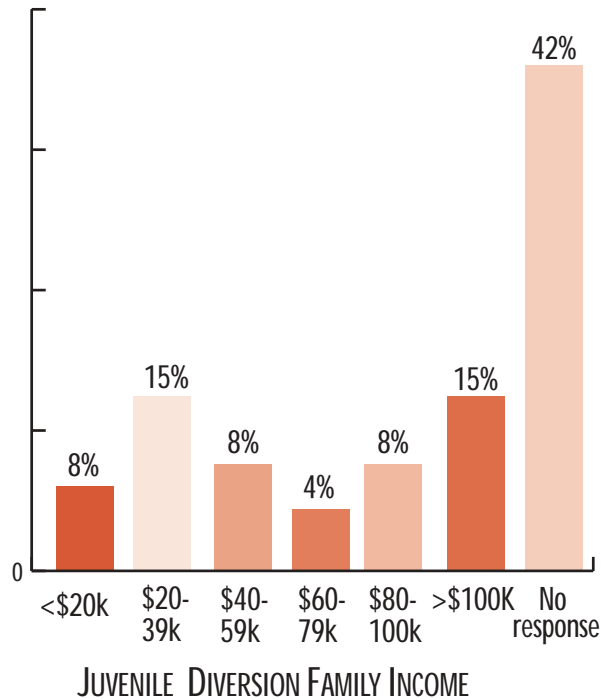
- Youth & Family Services and Via Linda Senior Center staff worked together to formalize the Elderly Revitalization Program (also known as STOMP, Scottsdale Teens on a Mission for Progress). This program matches working teens with Scottsdale senior and disabled homeowners who are unable to perform yard work and home maintenance, and have received a code violation. Teens work under the supervision of a staff member and perform work such as gardening, landscaping, general maintenance and painting, to bring the home up to code. STOMP averages about 8 active members, and offers this service year-round.
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**LIST OF TOP SERVICES IN FY 2004/2005:**

Teen Employment Program  
 Juvenile Diversion Program  
 Outreach-Assessment & Supportive Counseling  
 Ready to Learn Presentations  
 Motherhead  
 Scottsdale Mayor's Youth Council  
 Community Presentations

363 youth received individualized services  
 443 families referred for services  
 74 new families received counseling  
 50 participants attended  
 10 sessions presented  
 16 high school students were members  
 1,622 residents attended



*Members of the Scottsdale Mayors Youth Council tour the state Capitol and have the opportunity to observe our elected officials at work.*

# Civic Center Senior Center

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## PROGRAM/FACILITY DESCRIPTION:

The Civic Center Senior Center (CCSC) campus encompasses four buildings of approximately 20,000 square feet. Offered at the senior center are a wide variety of recreation, education, health, wellness and social service programs. These programs are provided through the combined efforts of City of Scottsdale staff, volunteers and various non-profit groups and agencies. The center is open six days a week and offers many satellite activities to serve the needs of older adults living in Scottsdale and surrounding areas.



Artist rendering of the new Scottsdale Senior Center at Granite Reef.

## LIST OF TOP SERVICES IN FY 2004/2005:

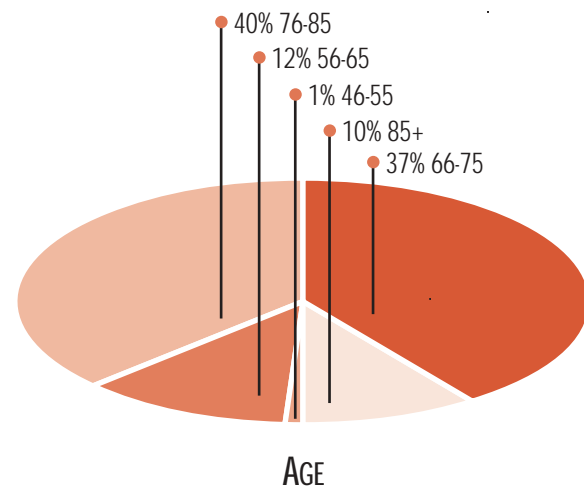
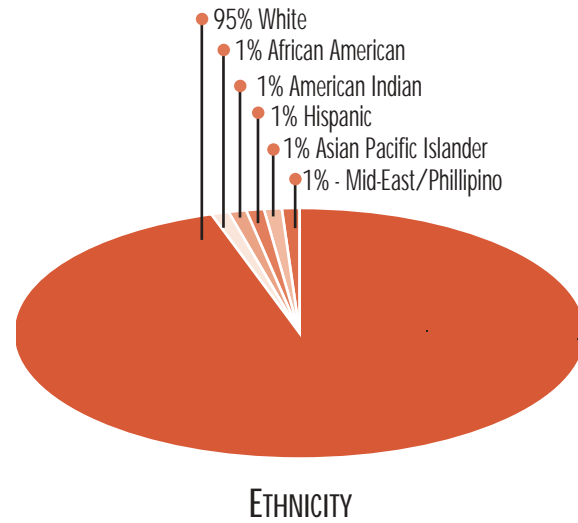
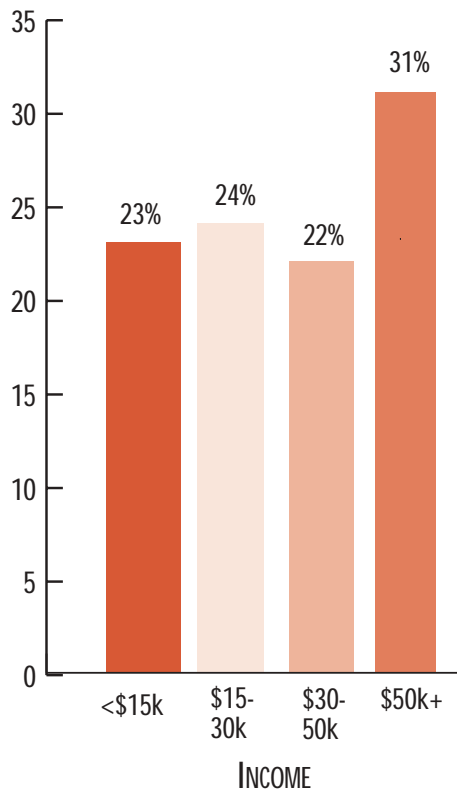
Recreation Classes and Programs	415 events w/ 61,851 contacts
Customer Contacts	308,455 contacts
Volunteers	216 people   26,233 hours
Social service programs and screenings	36,681 contacts

## PROGRAM HIGHLIGHTS IN FY 2004/05:

- Seniors love the excursions and trips offered by the center. Over the past year participants have gone on trips to Flagstaff's Lowell Observatory, the State Fair, a couple of Phoenix Suns games, and dinner at the Wrigley Mansion to mention a few. The seniors also increased their exercise regimen by walking through many of the parks in the area and by going on some tougher hikes in the McDowell Mountains.
- On July 10, 2004, ground broke on the McDowell Village Development site, located at Granite Reef and McDowell Road. Programs events and services provided at the Civic Center Senior Center will relocate to the Granite Reef

location into a new 37,500 square foot Senior Center Facility in early 2006. The new Senior Center at Granite Reef will feature a large dance hall, lunchroom, fitness room, computer lab and multi-purpose classrooms. The McDowell Village Development site also features 223 senior housing units, retail and restaurant space.

- In regards to our Social Services programs, case management services increased 14% over the past year and included extreme cases involving "hoarding". There was also a citizen driven need to develop a depression support group.



*Lucy McCain enjoys the carousel ride at the Arizona State Fair while on one of the many senior excursions.*

# Via Linda Senior Center

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## PROGRAM/FACILITY DESCRIPTION:

The Via Linda Senior Center has 20,000 square feet of offices and programmable space. The Via Linda Senior Center offers a variety of recreational programs and events, social services and health and wellness programs. These programs and services are provided through the combined efforts of City of Scottsdale staff, volunteers and various non-profit groups and agencies on a year round basis. The center is open six days per week and offers many satellite activities to serve the needs of older adults living in Scottsdale and surrounding areas.

## LIST OF TOP SERVICES IN FY 2004/2005:

Recreation Classes and Programs	432 events w/65,984 contacts
Customer Contacts	339,857
Volunteers	291 people w/21,502 hours
Social Service Programs and Screenings	42,484 contacts

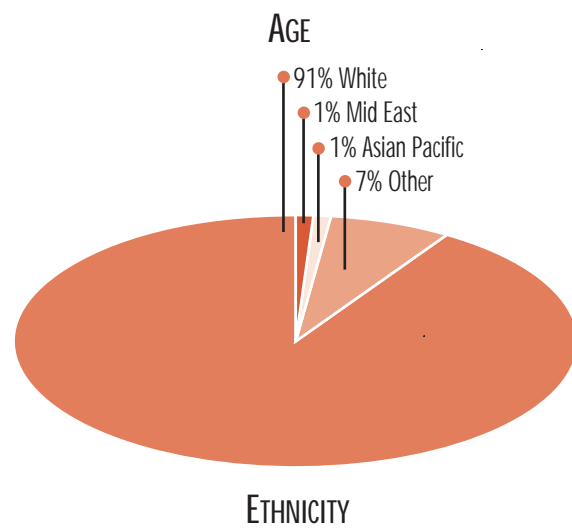
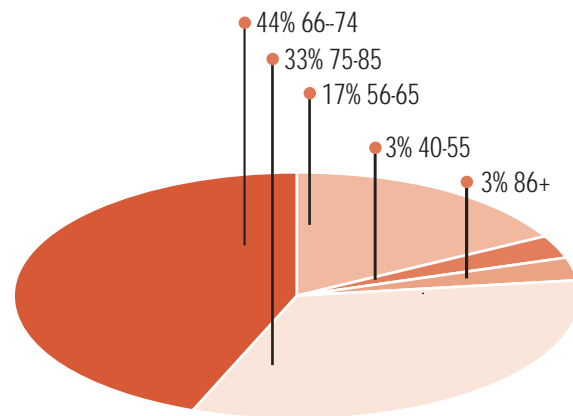
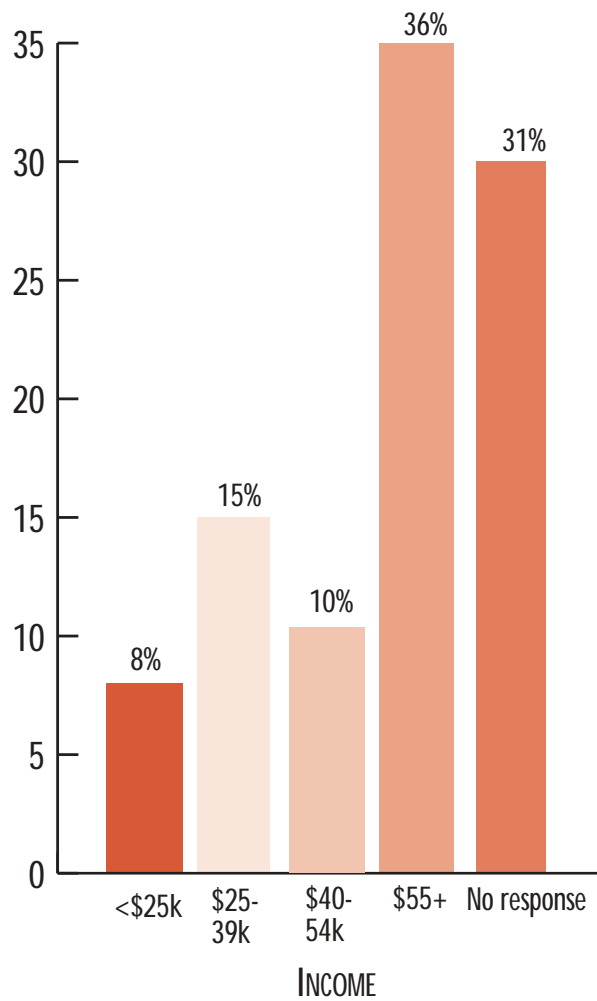
## PROGRAM HIGHLIGHTS IN FY 2004/05:

- The Via Linda Senior Center offers over 250 leisure education classes throughout the year. Topics range from Art, Computer, Dance, Exercise and Foreign Language to a variety of personal development options such as Bridge, Mah Jongg and Creative Writing. Over 26,700 individuals attended the many and varied courses and workshops offered at the Via Linda Senior Center. In addition, we host citywide recreational programming with an attendance of 2,758.
- There were 5,192 participants in 20 different support groups offered at the Via Linda Senior Center. The groups continue to deliver and expand the supportive services offered to our community. Since the Fall of 2004, three new support groups (Women's Group, Chronic Pain and Lyme Disease) have been implemented as a result of resident's requests. With the help of new volunteers serving as peer support leaders, the new groups have grown to full capacity, serving an additional 122 members each month.
- There were 228 isolated Scottsdale seniors served through the summer Beat-the-Heat and winter Adopt-a-Senior expanded programs. The

program is entirely supported by the community with large and small gifts from 268 donor groups. These programs help meet the needs of a vulnerable, but hidden Scottsdale population by providing practical resources as well as a direct contact to city and agency services.

- The Elderly Revitalization Program (also known as STOMP, Scottsdale Teens on a Mission for Progress). STOMP was funded as a pilot program in 2004/2005. Via Linda Senior Center and Youth & Family Services collaborated to provide aid to Scottsdale senior and disabled homeowners while also employing young people right in their own community. A human services professional assesses the homeowner's needs and the crew of teens perform the needed work or repair. Basic landscape maintenance and home repair were performed for homeowners referred from Code Enforcement, Solid Waste or Human Services Staff members. 70% of service recipients were women; the average age of the service recipient was 77 years of age and single (either divorced, never married or widowed). Since the February 2005 start date, ten projects were completed, six projects are in progress and eight projects are scheduled to begin in July and August 2005.
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*Scottsdale teens provide aid to senior and disabled homeowners through STOMP pilot program.*



*Intergenerational Tutoring Program participants celebrate a successful year.*

# Community Assistance

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## PROGRAM/FACILITY DESCRIPTION:

*The Community Assistance Office provides Section 8 Rental Assistance to more than 670 low-income families in collaboration with the U.S. Department of Housing and Urban Development (HUD) and the private rental community. The Family Self-Sufficiency (FSS) and Job Preparation programs provide services to over 100 low-income residents annually, who are committed to improving their work-life skills and their future. The Community Assistance Office also manages more than \$2 million in Community Development Block Grant (CDBG) and HOME federal grants, in addition to local grant funds for housing and human services contracts and programs.*

## LIST OF TOP SERVICES IN FY 2004/2005:

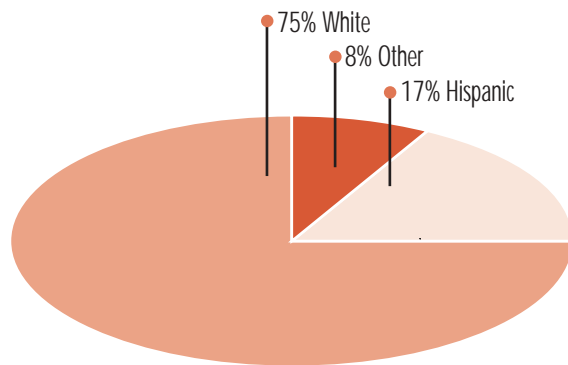
- Provided Section 8 Rental Assistance to low-income families.
- Administered the Community Development Block Grant Program for the City of Scottsdale, which provides federal grant funds for housing and social service programs in the community.
- Administered the Family Self-Sufficiency and Job Preparation programs.
- Managed the federal grant contracts for the HOME program, which provides federal grant funds for affordable housing in Scottsdale.

## PROGRAM HIGHLIGHTS IN FY 2004/05:

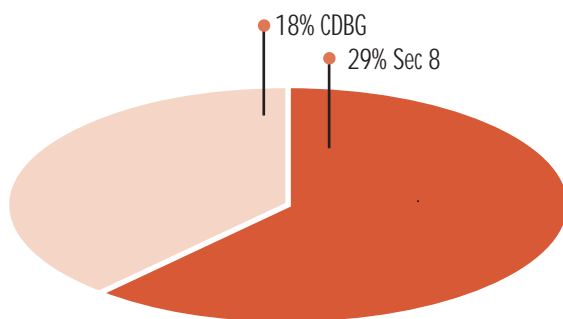
- The Section 8 program provided over \$4.9 million in rental assistance to over 670 families in the private rental market and achieved a 99% utilization rate (units leased) for the year.
- In March 2005, the property owner of Casa de Amigos apartment complex “opted out” of its HUD contract during a conversion to condominiums. Community Assistance staff coordinated the transition process with HUD’s Multi-Family staff to ensure that 35 families would continue to be provided assistance for their housing needs.
- The 1st Time Homebuyer Program provided down payment assistance to 9 families to purchase homes in Scottsdale.
- The Family Self Sufficiency Program served 45 Scottsdale Section 8 residents. Three of these participants graduated from the program with an averaged increase in yearly earned income of \$13,100, a 58% increase. All graduates showed an increase in their family stability as determined by their Family Assessment Test score.
- As of June 2005, the participants involved in the Family Self Sufficiency averaged an increase in earned income of 68%. Sixty percent of these participants have attended or are attending school.
- Vista/Paiute Job Preparation Program served 31 participants. 10 participants graduated from the program with an average income increase of 211% since joining the program.



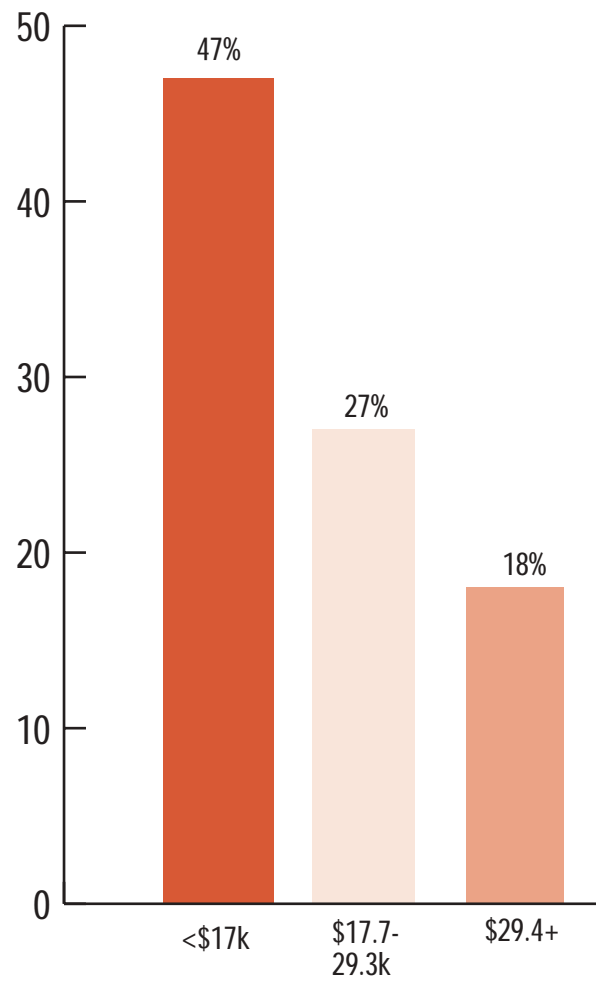
*Participants in the Family Self Sufficiency Program attended the annual FSS East Valley Alliance Conference where they attended workshops, enjoyed lunch and met with community leaders.*



ETHNICITY  
Section 8 & CDBG



AGE - Clients over 62  
Section 8 & CDBG



INCOME  
Section 8 & CDBG



*The Family Self Sufficiency and Vista/Paiute Job Preparation Program provide workshops on resume writing, job search basics, life and financial skills. Last fiscal year, 162 individuals gained information and skills by attending these trainings.*

## Support to Non-Profit Agencies

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### Community Development Block Grant Funds

The Community Development Block Grant (CDBG) program is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Scottsdale, as a participating local government, automatically receives funds on an annual basis. The CDBG program provides funding for projects in five general categories: public service activities; and four non-public service activities that include public facilities, economic development, housing rehabilitation and project planning.

### Public Service Activities:

**Total Funds: \$208,350**

Advocates for the Disabled, Inc.

*Disability Claim Service*

American Red Cross, Grand Canyon Chapter

*Flight to Safety*

Big Brothers/Big Sisters of Central Arizona

*Scottsdale Mentoring*

Boys and Girls Clubs of Scottsdale

*Operation Outreach*

Chrysalis Shelter

*Scottsdale Domestic Violence Shelter*

Community Information & Referral

*CONTACS Hotline*

Homeward Bound

*(Transitional Housing) Case Management and Employment Services*

Save the Family

*(Transitional Housing) Case Management and Supportive Services*

Scottsdale Training & Rehabilitation Services (STARS)

*Community Based Employment Program*

Tempe Community Action Agency

*Scottsdale Senior Action Nutrition Program*

Tempe Community Action Agency

*Senior Peer Counseling Program*

### Non-Public Service Activities:

**Total Funds: \$904,406**

City of Scottsdale

*Housing Rehabilitation Program*

Community Services of Arizona (CSA)

*First Time Homebuyer Program*

Foundation for Senior Living

*Emergency Repair Program*

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#### City of Scottsdale General Funds

The City of Scottsdale supports human services within the community by awarding funds to non-profit agencies. The city budgets for these services annually in the General Fund based on five funding categories: brokerage services, domestic violence (shelter services), legal services, regional shelter services and senior services.

#### General Fund Agency Contracts:

**Total Funds: \$439,978**

Beatitudes Center D.O.A.R

*Volunteer Interfaith Caregivers (VICaP)*

Mesa Community Action Network (Mesa CAN)

*East Valley Men's Center*

Central Arizona Shelter Services (CASS)

*Regional Emergency Shelter/Supportive Services*

Chrysalis Shelter

*Domestic Violence Advocate at Scottsdale Domestic Violence Shelter*

PREHAB of Arizona

*La Mesita - A Family Shelter*

Community Legal Services

*Removing Barriers to Justice (Legal Assistance to Low/Moderate Income Families)*

Jewish Family and Children's Services

*Scottsdale Home Based Geriatric Program*

*Bilingual Master's Level Counselor*

Salvation Army

*Emergency Assistance to Scottsdale Residents*

Scottsdale Unified School District

*Scottsdale Prevention Institute*

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#### Arizona Community Foundation Funds

The Endowment Program distributes funding generated from resident and corporate donations, matching funds from the Arizona Community Foundation and other investment earnings. The program provides ongoing opportunities for fund growth through resident and corporate donations and asset funds management by the Arizona Community Foundation. Each year, the Human Services Commission evaluates applications for Endowment Program grants and makes funding recommendations to the City Council.

#### Endowment Program Grants:

**Total Funds: \$3,350**

Concerned Citizens for Community Health

*purchase costumes for Vista del Camino Ballet Folklorico members*

Concerned Citizens for Community Health

*Yaqui Youth Leadership program*

## Scottsdale Cares

### Voluntary Utility Bill Donation Program

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Scottsdale Cares is the City of Scottsdale's voluntary utility bill donation program. Initiated in May 1995, Scottsdale Cares is celebrating 10 years of neighbors helping neighbors. Scottsdale Cares receives approximately \$13,000 each month from Scottsdale residents—one dollar at a time. Over the ten years of the program, Scottsdale residents have donated \$1.3 million. Scottsdale Cares is an easy way to help neighbors in need by adding \$1.00 to the monthly water bill to support human service programs. These dollars are then awarded annually to non-profit social service agencies providing critical services in Scottsdale. The priorities for funding are: 1) promote the positive development of youth, adults and seniors; 2) strengthen the capability of families and the self-sufficiency of adults; and 3) assist Scottsdale residents of all ages in addressing crisis needs.



#### Scottsdale Cares Agencies Funded for Fiscal Year 2004/05

**Total Funds: \$190,000**

Aid to Adoption of Special Kids (AASK)

Family Support & Preservation Services

Area Agency on Aging, Region One - Benefits Assistance Program

Arizona Action for Foster Children - Foster Parent Assistance Program

Body Positive, HIV & AIDS Center - Respite Support Services

Child Crisis Center East Valley, Inc. - East Valley Family Resource Center

Community Bridges, Inc. - Crisis Care/Medical Detoxification

Community Information & Referral, Inc. - 24-hour Helpline

Concerned Citizens for Community Health

Emergency Rent/Mortgage, Utilities & Food

Free Arts of Arizona - General Support for Free Arts Programs

FSL Programs - Adult Day Therapeutic & Restorative Health

Mental Health Association of AZ - Peer Support Groups

Phoenix Shanti Group, Inc. - HIV Housing Program

PREHAB of Arizona - La Mesita Child & Youth Development

Save the Family Foundation of Arizona

Homeless Children's Intervention Project

Scottsdale Training & Rehabilitation (STARS)

Facility Based Training/Employment

Teen Lifeline, Inc. - Teen Hotline and Life Skills Development

Tempe Community Action Agency (TCAA)

Scottsdale Home Delivered Meals

The New Foundation - Scottsdale Time Out Program (STOP)

Valley Center of the Deaf - Counseling for Hearing Loss/Health



*"I contribute to Scottsdale Cares because it is a quick and easy way to help those in need in the community. I appreciate the opportunity to help others."*

Troy Booher  
Scottsdale resident and city employee



**Highlights in FY 2004/05:**

- Twenty-seven City employees pledged \$3,663 for calendar year 2005. Scottsdale Cares was one of many choices given to employees as part of the Scottsdale Employee Charitable Choices campaign in the fall of 2004.
- Community donations to support the Scottsdale Cares program were secured from Outback Steakhouse, Rural Metro, Salt River Pima Maricopa Indian Community, Blue Moose, Arizona Public Service, and Harris Bank.
- Scottsdale Cares celebrated its 10th Anniversary, highlighting \$1.3 million in donations for human services from 1995 to 2005 - \$1 at a time for our Scottsdale residents.



*"The Scottsdale Cares program has made a huge difference to Scottsdale Training and Rehabilitation Services (STARS) to provide facility-based training and employment services to people with severe disabilities at our north Scottsdale satellite."*

Jeff Battle  
Exec. Director, STARS



*Group photo of Scottsdale Cares' corporate donors at the 10th Anniversary celebration at City Hall.*



*On July 12, 2004, City of Scottsdale Customer Service employees enjoy lunch at Outback Steakhouse. Outback donated a percentage to Scottsdale Cares for every dollar spent that day on lunch.*

## Brokerage Agencies

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### Working together to Provide Services to Scottsdale Residents

Human Services provides space in its facilities (centers) to share with other service providers (agencies). The “brokerage” of rooms, utilities, maintenance and storage is done at no cost to the agencies, with the agreement that they provide services to residents at the city facilities.

Consequently, residents are able to utilize the services of these agencies and receive human services in one place, and the family as a whole can participate in several programs. The ability to brokerage space is cost effective and builds a true community center.

The calculated benefit to Scottsdale residents is \$2,762,323.

### List of Agencies that have worked with the City for FY 2004/05 under the Brokerage Concept Total Annual Support: \$300,420

#### **VISTA DEL CAMINO**

Arizona Department of Economic Security  
Community Legal Services  
Concerned Citizens for Community Health  
Food Plus  
Gleaners  
Jewish Family and Children's Service  
Juvenile Probation  
Salvation Army  
Tempe Community Action Agency - Sr. Nutrition Program  
Yaqui Behavioral Health

#### **PAIUTE NEIGHBORHOOD CENTER**

AARP 55 Alive  
AARP Tax Assistance  
Boys and Girls Club  
Camp Fire  
HEADSTART  
Jewish Family and Children's Service  
Rio Salado Community College ESL Classes  
Scottsdale Community College  
Scottsdale Healthcare  
Scottsdale Prevention Institute  
YMCA Teen Center

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**CIVIC CENTER SENIOR CENTER**

AARP 55 Alive; Senior Job Placement Service; and  
Tax Assistance  
Special Transport Services  
Benefits Assistance / Area Agency on Aging  
Brown Bag Gleaners  
Guardianship Review  
Pets on Wheels  
Food Plus  
Lawyer  
Tempe Community Action Agency-Sr. Nutrition  
Program  
Tempe Community Action Agency-Peer Counseling  
Valley Center of the Deaf  
Waste Not

**VIA LINDA SENIOR CENTER**

AARP 55 Alive and Tax Assistance  
Area Agency on Agency  
Audiology Services  
Avada  
Benefits Assistance  
Food Plus  
Legal Services  
Jewish Family and Children's Services  
Maricopa County Juvenile Court  
Master Gardener  
Valley Center of the Deaf  
Vision Screening

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## Volunteers

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### Thanks to our volunteers:

#### The Heart of the Community

Volunteers are an integral part of the overall Human Services operation. Founded on the spirit of volunteerism, Human Services boasts the largest number of volunteers of any division in the City. A total of 1,020 volunteers logged 63,508 hours in Fiscal Year 2004/2005, which is equivalent to 31 full-time staff members. Each and every volunteer plays a significant role in enhancing the quality of life in Scottsdale.

*Civic Center Senior Center devoted volunteer*



Volunteer opportunities are diverse and volunteers make a difference in a wide array of Human Services programs such as the following:

- Back-to-School Clothing and Holiday programs for children from low-income families and homebound seniors
- Clothing Bank and Food Bank for low-income families
- Front Desk coverage for enhanced customer service
- Tutoring, reading, and pen pal programs involving seniors and youth
- Human Services Commission members

#### A Few Highlights:

- Fifty-two senior volunteers at Via Linda Senior Center provided after school tutoring to 1st through 5th grade students at Laguna Elementary School.
- Sixty-six AARP Tax-Aide volunteers prepared 1,787 tax returns at Civic Center and Via Linda Senior Centers. These returns brought back over \$1 million in tax refunds to the applicants!
- Vista del Camino Food Bank volunteers prepared 1,919 emergency food boxes and sorted over \$120,000 worth of food; Clothing Bank volunteers assisted 3,994 individuals to get clothing, and sorted over \$150,000 worth of clothing
- Paiute Neighborhood Center collaborated this year with 75 mothers and daughters of the National Charity League, who provided costumes, games and food for a Halloween party for 75 neighborhood youth; a holiday family dinner for 180 neighborhood residents; a Spring Festival with an egg hunt, pinatas, games and food for 500 in the neighborhood, and a Mother's Day celebration for 75 Paiute Moms.

*Holiday Family Dinner held at Paiute Neighborhood Center. Sponsored by the National Charity League for 180 residents that participate in the after school program.*



*Vista del Camino food and clothing bank volunteers prepare for holiday programs*

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	Volunteers	*Hours Donated	Cost Savings
Civic Center Senior Center	216	26,233	\$ 433,894
Human Services Commission	7	332	\$ 5,491
Paiute Neighborhood Center	371	5,457	\$ 90,259
Via Linda Senior Center	291	21,502	\$ 355,643
Vista del Camino	129	9,959	\$ 164,722
Youth & Family Services	6	25	\$ 414
TOTAL	1,020	63,508	\$1,050,423

*\* \$16.54 per hour used in Cost Savings calculation*



*Volunteers and children enjoy the Intergenerational Tutoring program at Via Linda Senior Center.*



*National Charity League representatives receive recognition for their volunteer efforts at the annual Partners for Paiute breakfast.*

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*When once you have tasted  
flight, you will forever walk the  
earth with your eyes turned  
skyward, for there you have  
been and you will always long  
to return.*

Leonardo da Vinci  
1452-1519

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